

12.07.09 Tech Support Report: RE: Receipt & Delivery of Your Email – Especially Cox Customers

- a. Please accept our Apologies for Any Inconvenience
- b. We have been challenged and are installing new enhanced protection email software.
- c. During the process, you may not have received our emails or been unable to RSVP.
- d. If you responded but received no confirmation, your email was not delivered to us.
- e. We believe the issues have been corrected.
- f. Please reply to this email [dollymadison@sbtp-cs.org]; we will confirm your reservation.
- g. We would appreciate if you could notify us re any issues you may have encountered.
- h. We are having trouble with cox.net; you can help by calling Network Security at 800.753.6058 and telling them you want to receive SBTP email.**
- i. Thank you.